



United Nations Office at Nairobi

REQUEST FOR EXPRESSION OF INTEREST (EOI)

This notice is placed by UNON. The accuracy, reliability and completeness of the contents of furnished information is the responsibility of United Nations Office at Nairobi. You are therefore requested to direct all queries regarding this EOI to United Nations Office at Nairobi using the fax number or e-mail address provided below.

Title of the EOI:

PROVISION OF CONFERENCE AUDIOVISUAL INFRASTRUCTURE SUPPORT SERVICE AT THE UNITED NATIONS GIGIRI COMPLEX IN NAIROBI, KENYA

Date of this EOI: 16 May 2024

Closing Date for Receipt of EOI: 26 May 2024

EOI Number: EOIUNON22651

Beneficiary Country/Territory: Kenya

Commodity/Service category: Conference & Office Support Services

Address EOI response by fax or e-mail to the Attention of: Weiwei Liu

Fax Number: N/A

E-mail Address: weiwei.liu1@un.org; unon-procurement-rfx@un.org

UNSPSC Code:

80161507 - Audio visual services



DESCRIPTION OF REQUIREMENTS

The United Nations Office at Nairobi (UNON) invites qualified interested firms to submit their Expression of Interest (EOI) to participate in the upcoming competitive bidding exercise for the provision of Audio Visual and Conference Equipment support and maintenance services within the United Nations Gigiri Complex in Nairobi, Kenya.

The scope of work will entail support and maintenance of UNON Conference Management and Simultaneous Interpretation (CMSI) system and the underlying Audio-Visual infrastructure including Structured Cabling, Signal Convertors, Video Mixers, Audio Mixers, Projectors, LED walls, Robotic Cameras, Control and Automation Systems, Web streaming, Videoconferencing, A/V recording systems, Remote Simultaneous Interpretation systems etc. installed in the 14 rooms located within the UNON Conference Centre in Gigiri, during official working hours and upon special requests during weekends and public holidays.

Specifically, the services to be provided will include but not limited to:

1. Provide remote support for the conference system and associated Audio-Visual (AV) infrastructure at the UNON conference centre, through the operation of an emergency hotline/service desk for immediate resolution of urgent issues, adhering to a Mean Time to Action (MTTA) as specified in the Key Performance Indicators (KPIs) detailed in the subsequent section;
2. Offer dedicated on-site support for major conferences and events hosted at UNON, accommodating over 1,000 delegates, by deploying qualified personnel;
3. Maintain and regularly update comprehensive technical documentation and a knowledge base to ensure accurate information dissemination and support efficacy;
4. Perform an annual health check of the conference infrastructure, followed by the provision of a detailed technical report outlining findings and recommendations;
5. Propose essential upgrades, enhancements, and optimizations to ensure the conference systems remain in optimal working condition and to minimize operational downtime;
6. Organize and facilitate periodic knowledge sharing and training sessions aimed at enhancing the technical competencies of UNON personnel regarding the conference systems;
7. Engage in effective liaison and collaboration with Audio-Visual subcontractors to ensure seamless technical support and service delivery during significant events;
8. Coordinate with the Information and Communication Technology Section (ICTS) to ensure compliance with Change Management procedures, Information Security standards, and support the management of Structured Cabling, Network Infrastructure and Server Operations;
9. Undertake additional ad-hoc support and maintenance tasks as required.



SPECIFIC REQUIREMENTS / INFORMATION (IF ANY)

Please note that this REOI is not an invitation for submission of tenders. Its purpose is to identify companies that would be interested and eligible to participate in the solicitation when issued. The complete details of the requirement will be provided in the tender documents that will be issued to bidders after this request for EOI is closed.

UNON reserves the right to change or cancel the requirement at any time during the EOI and/or solicitation process. Thus, submitting a reply to this Request for EOI does not automatically guarantee your company will be considered for receipt of the solicitation when issued. Vendors that are deemed qualified upon completion of an objective evaluation of their EOI submission will receive the final tender solicitation documents.

NOTE

Information on tendering for the UN Procurement System is **available free of charge** at the following address: <https://www.ungm.org/Public/Notice>

Only the United Nations Global Marketplace (UNGM) has been authorised to collect a nominal fee from vendors that wish to receive automatically Procurement Notices or Requests for Expression Of Interest. Vendors interested in this Tender Alert Service are invited to subscribe on <http://www.ungm.org>

Vendors interested in participating in the planned solicitation process should submit the Vendor Response Form of this EOI electronically (through the link available on the next page) before the closing date set forth above.



VENDOR RESPONSE

NOTICE

- Companies can only participate in solicitations of the UN Secretariat after completing their registration (free of charge) at the United Nations Global Marketplace (www.ungm.org).
- As you express interest in the planned solicitation by submitting this response form, please verify that your company is registered under its **full legal** name on the United Nations Global Marketplace (www.ungm.org) and that your application has been submitted to the **UN Secretariat**.
- While companies can participate in solicitations after completion of registration at Basic Level, we strongly recommend all companies to register at least at **Level 1** under the United Nations Secretariat prior to participating in any solicitations.
- Companies are reminded of the restrictions of employment of former UN personnel that were involved in the procurement process during their last three years of service as per ST/SGB/2006/15, including (a) employing those personnel for one year after separation of service and (b) allowing those personnel to communicate with, or appear before, active UN personnel for matters related to the procurement process for two years after separation of service. Violation of the provisions of ST/SGB/2006/15 may lead to suspension of the registration of the company as a UN vendor.

PLEASE NOTE: You should express your interest to this EOI electronically at:

<https://www.ungm.org/Public/Notice/234463>

In case you have difficulties submitting your interest electronically, please contact weiwei.liu1@un.org; non-procurement-rfx@un.org directly for instructions.



EOI INSTRUCTIONS

1) Registering as a Vendor with the United Nations

Vendors interested in fulfilling the requirement described above must be registered at the UN Global Marketplace (www.ungm.org) with the UN Secretariat in order to be eligible to participate in any solicitation. Information on the registration process can be found at <https://www.un.org/Depts/ptd/vendors>.

Prerequisites for Eligibility

In order to be eligible for UN registration, you must declare that:

- A. Your company (as well as any parent, subsidiary or affiliate companies) is not listed in, or associated with a company or individual listed in:
 - I. the Compendium of United Nations Security Council Sanctions Lists (<https://www.un.org/securitycouncil/content/un-sc-consolidated-list>), or
 - II. the IIC Oil for Food List website or, if listed on either, this has been disclosed to the United Nations Procurement Division in writing.
- B. Your company (as well as any parent, subsidiary or affiliate companies) is not currently removed or suspended by the United Nations or any other UN organisation (including the World Bank);
- C. Your company (as well as any parent, subsidiary or affiliate companies) is not under formal investigation, nor have been sanctioned within the preceding three (3) years, by any national authority of a United Nations Member State for engaging or having engaged in proscribed practices, including but not limited to: corruption, fraud, coercion, collusion, obstruction, or any other unethical practice;
- D. Your company has not declared bankruptcy, are not involved in bankruptcy or receivership proceedings, and there is no judgment or pending legal action against your company that could impair your company's operations in the foreseeable future;
- E. Your company does not employ, or anticipate employing, any person(s) who is, or has been a UN staff member within the last year, if said UN staff member has or had prior professional dealings with the Vendor in his/her capacity as UN staff member within the last three years of service with the UN (in accordance with UN post-employment restrictions published in ST/SGB/2006/15).
- F. Your company undertakes not to engage in proscribed practices (including but not limited to: corruption, fraud, coercion, collusion, obstruction, or any other unethical practice), with the UN or any other party, and to conduct business in a manner that averts any financial, operational, reputational or other undue risk to the UN.

For Registered Vendors: Vendors already registered at the UN Global Marketplace with the UN Secretariat must ensure that the information and documentation (e.g. financial statements, address, contact name, etc.) provided in connection with their registration are up to date in UNGM. Please verify and ensure that your company is registered under its full legal name.

For Vendors Interested in Registration: Vendors not yet registered should apply for registration on the United Nations Global Marketplace (<http://www.ungm.org>); information on the registration process can be found at <https://www.un.org/Depts/ptd/vendors>. Vendors must complete the registration process prior to the closing date of the REOI. Vendors who have not completed the UNGM registration process with the UN Secretariat before the closing date of the REOI are not considered eligible to participate in solicitations of the UN Secretariat. We strongly recommend all companies to register at least at Level 1 under the UN Secretariat prior to participating in any solicitations.

IMPORTANT NOTICE: Any false, incomplete or defective vendor registration may result in the rejection of the application or cancellation of an already existing registration.

2) EOI Process

Vendors interested in participating in the planned solicitation process should forward their expression of interest (EOI) to United Nations Office at Nairobi (UNON) by the closing date set forth in this EOI. *Due to the high volume of communications UNON is not in a position to issue confirmation of receipt of EOIs.*

Please note that no further details of the planned solicitation can be made available to the vendors prior to issuance of the solicitation documents.

This EOI is issued subject to the conditions contained in the EOI introductory page available at <https://www.un.org/Depts/ptd/eoi>.

